

1 Tanya E. Moore, SBN 206683
2 MOORE LAW FIRM, P.C.
3 300 South First Street, Ste. 342
4 San Jose, California 95113
5 Telephone (408) 298-2000
6 Facsimile (408) 298-6046
7 E-mail: service@moorelawfirm.com
8 tanya@moorelawfirm.com

9 Attorney for Plaintiff
10 Craig Crandall

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UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF CALIFORNIA

CRAIG CRANDALL,) No.
Plaintiff,)
vs.)
ONTARIO AIRPORT HOTEL)**COMPLAINT ASSERTING DENIAL OF**
CORPORATION dba HILTON SANTA)**RIGHT OF ACCESS UNDER THE**
CLARA; FIRST AND MISSION)**AMERICANS WITH DISABILITIES ACT**
PROPERTIES LLC;)**FOR INJUNCTIVE RELIEF,**
Defendants.)**DECLARATORY RELIEF, DAMAGES,**
)**ATTORNEYS' FEES AND COSTS (ADA)**

I. SUMMARY

1. This is a civil rights action by plaintiff CRAIG CRANDALL ("Plaintiff") for discrimination at the building, structure, facility, complex, property, land, development, and/or surrounding business complex known as:

Hilton Santa Clara
4949 Great America Parkway
Santa Clara, California 95054
(hereafter "the Facility")

2. Plaintiff seeks damages, injunctive and declaratory relief, attorney fees and costs, against ONTARIO AIRPORT HOTEL CORPORATION dba HILTON SANTA

1 CLARA and FIRST AND MISSION PROPERTIES LLC (hereinafter collectively referred to
2 as “Defendants”), pursuant to Title III of the Americans with Disabilities Act of 1990 (42
3 U.S.C. §§ 12101 et seq.) (“ADA”) and related California statutes.

4 **II. JURISDICTION**

5 3. This Court has original jurisdiction under 28 U.S.C. §§ 1331 and 1343 for ADA
6 claims.

7 4. Supplemental jurisdiction for claims brought under parallel California law –
8 arising from the same nucleus of operative facts – is predicated on 28 U.S.C. § 1337.

9 5. Plaintiff’s claims are authorized by 28 U.S.C. §§ 2201 and 2202.

10 **III. VENUE**

11 6. All actions complained of herein take place within the jurisdiction of the United
12 States District Court, Northern District of California, and venue is invoked pursuant to 28
13 U.S.C. § 1331(b), (c).

14 **IV. PARTIES**

15 7. Defendants own, operate, and/or lease the Facility, and consist of a person (or
16 persons), firm, and/or corporation.

17 8. Plaintiff is substantially limited in his ability to walk, and must use a wheelchair
18 for mobility. Consequently, Plaintiff is “physically disabled,” as defined by all applicable
19 California and United States laws, and a member of the public whose rights are protected by
20 these laws.

21 **V. FACTS**

22 9. The Facility is open to the public, intended for non-residential use, and its
23 operation affects commerce. The Facility is therefore a public accommodation as defined by
24 applicable state and federal laws.

25 10. Plaintiff is a resident of Placer County, California, and regularly travels to the
26 area where the Facility is located for business purposes. Plaintiff visited the Facility on or
27 about March 8, 2023 to stay the night while attending meetings at his employer’s nearby
28 offices. During his visit to the Facility, Plaintiff personally encountered barriers (both physical

1 and intangible) that interfered with, if not outright denied, Plaintiff's ability to use and enjoy
2 the goods, services, privileges and accommodations offered at the Facility. Specifically,
3 Plaintiff requested and was purportedly assigned to a wheelchair-accessible guestroom, but
4 there were several barriers within his assigned room that made features of the room
5 inaccessible to Plaintiff. As such, Plaintiff alleges that the Facility fails to provide the required
6 number of properly configured accessible guestrooms and/or fails to maintain all features of
7 such guestrooms in working condition. The barriers encountered by Plaintiff within his
8 assigned guestroom include, but are not necessarily limited to, the following:

- 9 a) There was a heavy armchair blocking the route to the thermostat which
10 prevented Plaintiff from reaching the thermostat to adjust the room's
11 temperature. Plaintiff had to call down to the front desk to have a
12 Facility employee come and move the chair out of the way so Plaintiff
13 could access the thermostat, which was inconvenient and embarrassing.
- 14 b) When Plaintiff went to take a shower in the morning, he discovered that
15 the only towels in the room were located on the top rack of the towel
16 shelf in the bathroom shower/tub combination, out of Plaintiff's reach
17 due to the height as well as the lack of clear floor space in front of the
18 towel rack. Plaintiff had to use a clothes hanger to push a towel off the
19 rack, which was difficult.
- 20 c) The diverter valve on the shower was broken, so the handheld wand did
21 not function properly. As a result, Plaintiff was not able to use the
22 handheld shower wand and was only able to bathe by transferring from
23 his wheelchair into the tub, which was difficult, and splashing water on
24 himself from the tub faucet.

25 11. There may exist other barriers at the Facility which relate to Plaintiff's
26 disabilities, and he will seek to amend this Complaint once such additional barriers are
27 identified as it is Plaintiff's intention to have all barriers which exist at the Facility and relate to
28 his disabilities removed to afford him full and equal access.

1 12. Plaintiff was, and continues to be, deterred from visiting the Facility because
2 Plaintiff knows that the Facility's goods, services, facilities, privileges, advantages, and
3 accommodations were and are unavailable to Plaintiff due to Plaintiff's physical disabilities.
4 Plaintiff enjoys the goods and services offered at the Facility, and will return to the Facility
5 once the barriers are removed.

6 13. Defendants knew, or should have known, that these elements and areas of the
7 Facility were inaccessible, violate state and federal law, and interfere with (or deny) access to
8 the physically disabled. Moreover, Defendants have the financial resources to remove these
9 barriers from the Facility (without much difficulty or expense), and make the Facility
10 accessible to the physically disabled. To date, however, Defendants refuse to either remove
11 those barriers or seek an unreasonable hardship exemption to excuse non-compliance.

12 14. At all relevant times, Defendants have possessed and enjoyed sufficient control
13 and authority to modify the Facility to remove impediments to wheelchair access and to
14 comply with the 1991 ADA Accessibility Guidelines and/or the 2010 ADA Standards for
15 Accessible Design. Defendants have not removed such impediments and have not modified the
16 Facility to conform to accessibility standards. Defendants have intentionally maintained the
17 Facility in its current condition and have intentionally refrained from altering the Facility so
18 that it complies with the accessibility standards.

19 15. Plaintiff further alleges that the (continued) presence of barriers at the Facility is
20 so obvious as to establish Defendants' discriminatory intent. On information and belief,
21 Plaintiff avers that evidence of this discriminatory intent includes Defendants' refusal to adhere
22 to relevant building standards; disregard for the building plans and permits issued for the
23 Facility; conscientious decision to maintain the architectural layout (as it currently exists) at the
24 Facility; decision not to remove barriers from the Facility; and allowance that Defendants'
25 property continues to exist in its non-compliant state. Plaintiff further alleges, on information
26 and belief, that the Facility is not in the midst of a remodel, and that the barriers present at the
27 Facility are not isolated or temporary interruptions in access due to maintenance or repairs.

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VI. FIRST CLAIM

Americans with Disabilities Act of 1990

Denial of “Full and Equal” Enjoyment and Use

16. Plaintiff re-pleads and incorporates by reference the allegations contained in each of the foregoing paragraphs, and incorporates them herein as if separately re-pled.

17. Title III of the ADA holds as a “general rule” that no individual shall be discriminated against on the basis of disability in the full and equal enjoyment (or use) of goods, services, facilities, privileges, and accommodations offered by any person who owns, operates, or leases a place of public accommodation. 42 U.S.C. § 12182(a).

18. Defendants discriminated against Plaintiff by denying Plaintiff "full and equal enjoyment" and use of the goods, services, facilities, privileges and accommodations of the Facility during each visit and each incident of deterrence.

Failure to Remove Architectural Barriers in an Existing Facility

19. The ADA specifically prohibits failing to remove architectural barriers, which are structural in nature, in existing facilities where such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).

20. When an entity can demonstrate that removal of a barrier is not readily achievable, a failure to make goods, services, facilities, or accommodations available through alternative methods is also specifically prohibited if these methods are readily achievable. Id. § 12182(b)(2)(A)(v).

21. Here, Plaintiff alleges that Defendants can easily remove the architectural barriers at the Facility without much difficulty or expense, that the cost of removing the architectural barriers does not exceed the benefits under the particular circumstances, and that Defendants violated the ADA by failing to remove those barriers, when it was readily achievable to do so.

22. In the alternative, if it was not “readily achievable” for Defendants to remove the Facility’s barriers, then Defendants violated the ADA by failing to make the required services available through alternative methods, which are readily achievable.

Failure to Design and Construct an Accessible Facility

23. Plaintiff alleges on information and belief that the Facility was designed and constructed (or both) after January 26, 1993 – independently triggering access requirements under Title III of the ADA.

24. The ADA also prohibits designing and constructing facilities for first occupancy after January 26, 1993, that aren't readily accessible to, and usable by, individuals with disabilities when it was structurally practicable to do so. 42 U.S.C. § 12183(a)(1).

25. Here, Defendants violated the ADA by designing and constructing (or both) the Facility in a manner that was not readily accessible to the physically disabled public – including Plaintiff – when it was structurally practical to do so.¹

Failure to Make an Altered Facility Accessible

26. Plaintiff alleges on information and belief that the Facility was modified after January 26, 1993, independently triggering access requirements under the ADA.

27. The ADA also requires that facilities altered in a manner that affects (or could affect) its usability must be made readily accessible to individuals with disabilities to the maximum extent feasible. 42 U.S.C. § 12183(a)(2). Altering an area that contains a facility's primary function also requires making the paths of travel, bathrooms, telephones, and drinking fountains serving that area accessible to the maximum extent feasible. *Id.*

28. Here, Defendants altered the Facility in a manner that violated the ADA and was not readily accessible to the physically disabled public – including Plaintiff – to the maximum extent feasible.

Failure to Modify Existing Policies and Procedures

29. The ADA also requires reasonable modifications in policies, practices, or procedures, when necessary to afford such goods, services, facilities, or accommodations to individuals with disabilities, unless the entity can demonstrate that making such modifications would fundamentally alter their nature. 42 U.S.C. § 12182(b)(2)(A)(ii).

¹ Nothing within this Complaint should be construed as an allegation that Plaintiff is bringing this action as a private attorney general under either state or federal statutes.

1 30. Here, Defendants violated the ADA by failing to make reasonable modifications
2 in policies, practices, or procedures at the Facility, when these modifications were necessary to
3 afford (and would not fundamentally alter the nature of) these goods, services, facilities, or
4 accommodations.

Failure to Maintain Accessible Features

6 31. Defendants additionally violated the ADA by failing to maintain in operable
7 working condition those features of the Facility that are required to be readily accessible to and
8 usable by persons with disabilities.

9 32. Such failure by Defendants to maintain the Facility in an accessible condition
10 was not an isolated or temporary interruption in service or access due to maintenance or
11 repairs.

12 33. Plaintiff seeks all relief available under the ADA (i.e., injunctive relief, attorney
13 fees, costs, legal expense) for these aforementioned violations. 42 U.S.C. § 12205.

14 34. Plaintiff seeks a finding from this Court (i.e., declaratory relief) that Defendants
15 violated the ADA in order to pursue damages under California's Unruh Civil Rights Act.

VII. SECOND CLAIM

Unruh Act

18 35. Plaintiff re-pleads and incorporates by reference the allegations contained in
19 each of the foregoing paragraphs, and incorporates them herein as if separately re-pled.

36. California Civil Code § 51 states, in part, that: All persons within the jurisdiction of this state are entitled to the full and equal accommodations, advantages, facilities, privileges, or services in all business establishments of every kind whatsoever.

23 37. California Civil Code § 51.5 also states, in part that: No business establishment
24 of any kind whatsoever shall discriminate against any person in this state because of the
25 disability of the person.

26 38. California Civil Code § 51(f) specifically incorporates (by reference) an
27 individual's rights under the ADA into the Unruh Act.

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1 39. Defendants' aforementioned acts and omissions denied the physically disabled
2 public – including Plaintiff – full and equal accommodations, advantages, facilities, privileges
3 and services in a business establishment (because of their physical disability).

4 40. These acts and omissions (including the ones that violate the ADA) denied,
5 aided or incited a denial, or discriminated against Plaintiff by violating the Unruh Act.

6 41. Plaintiff was damaged by Defendants' wrongful conduct, and seeks statutory
7 minimum damages of \$4,000 for each offense.

8 42. Plaintiff also seeks to enjoin Defendants from violating the Unruh Act (and
9 ADA), and recover reasonable attorneys' fees and costs incurred under California Civil Code
10 § 52(a).

VIII. THIRD CLAIM

Denial of Full and Equal Access to Public Facilities

13 43. Plaintiff re-pleads and incorporates by reference the allegations contained in
14 each of the foregoing paragraphs, and incorporates them herein as if separately re-pled.

15 44. Health and Safety Code § 19955(a) states, in part, that: California public
16 accommodations or facilities (built with private funds) shall adhere to the provisions of
17 Government Code § 4450.

18 45. Health and Safety Code § 19959 states, in part, that: Every existing (non-
19 exempt) public accommodation constructed prior to July 1, 1970, which is altered or
20 structurally repaired, is required to comply with this chapter.

21 46. Plaintiff alleges the Facility is a public accommodation constructed, altered, or
22 repaired in a manner that violates Part 5.5 of the Health and Safety Code or Government Code
23 § 4450 (or both), and that the Facility was not exempt under Health and Safety Code § 19956.

24 47. Defendants' non-compliance with these requirements at the Facility aggrieved
25 (or potentially aggrieved) Plaintiff and other persons with physical disabilities. Accordingly,
26 Plaintiff seeks injunctive relief and attorney fees pursuant to Health and Safety Code § 19953.

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IX. PRAYER FOR RELIEF

WHEREFORE, Plaintiff prays judgment against Defendants, and each of them, for:

1. Injunctive relief, preventive relief, or any other relief the Court deems proper.
2. Statutory minimum damages under section 52(a) of the California Civil Code according to proof.
3. Declaratory relief finding that Defendants violated the ADA for the purposes of Unruh Act damages.
4. Attorneys' fees, litigation expenses, and costs of suit.²
5. Interest at the legal rate from the date of the filing of this action.
6. For such other and further relief as the Court deems proper.

Dated: 4/21/2023

MOORE LAW FIRM, P.C.

/s/ *Tanya E. Moore*

Tanya E. Moore
Attorney for Plaintiff
Craig Crandall

² This includes attorneys' fees under California Code of Civil Procedure § 1021.5.

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VERIFICATION
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I, CRAIG CRANDALL, am the plaintiff in the above-entitled action. I have read the foregoing Complaint and know the contents thereof. The same is true of my own knowledge, except as to those matters which are therein alleged on information and belief, and as to those matters, I believe them to be true.

I verify under penalty of perjury that the foregoing is true and correct.

10 Dated: 4/21/2023

/s/ Craig Crandall
11 Craig Crandall

I attest that the original signature of the person whose electronic signature is shown above is maintained by me, and that his concurrence in the filing of this document and attribution of his signature was obtained.

15 /s/ Tanya E. Moore
16 Tanya E. Moore
17 Attorney for Plaintiff,
18 CRAIG CRANDALL
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